

Fact Sheet: Privacy and Confidentiality

We take your privacy seriously

The Enliven Housing Group (we, our or us, which includes Enliven Housing Pty Ltd (ACN 630 278 527)) is committed to respecting your privacy. It is our priority that we protect your privacy and ensure that you control the way your information is used. We want to ensure you are fully informed about the way we collect, use and store your information and we want to handle your information in a way which respects and upholds your confidentiality and privacy.

Definitions

We often use the terms "privacy" and confidentiality" interchangeably in our everyday lives.

However, they mean distinctly different things.

- Privacy is concerned with handling personal information: information that identifies the person to whom it relates. For example, name, age, address, credit card details, or health information. Confidentiality is concerned with protecting information that is not intended to be public. It's an ethical duty that prevents certain people from sharing information with third parties.
- Health information is any information about a person's health, medical history or disability. Health information is sensitive and personal, which is why there are laws to protect your rights to keep your health information private.
- Personal information includes information, or an opinion about a person, that could identify you. In this document, and unless we say otherwise, references to your information also include sensitive information (described in more detail below).
- Privacy laws is all privacy and data protection laws that apply to us when we handle your information, including the Privacy Act 1998 (Cth) and the Australian Privacy Principles.

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Enliven Housing's compliance with the Privacy Act means we:

- Only collect the personal information we need
- Don't keep information that we no longer need
- Ensure your information is correct and up to date
- Seek your consent to keep your records and if required, to clarify records from other parties you may make known to us
- Seek your consent to share information
- Store your personal information securely

Personal information we collect:

- General person information, including your name, contact details, date of birth, next of kin/guardian and email address;
- Centrelink details if you choose;
- Details about your home and living arrangements we have provided to you or that you have enquired about, including any additional information necessary to deliver these;
- Information about your interactions with us, including any activity, messages, comments and other engagement;
- Information collected for our own benefit, including de-identified personal information used to analyse how our website is being used, and how our services may be improved to better client experience; and
- Additional information you provide to us, including any information you provide to us either directly through the website or indirectly through your use of our website.

If you are a tenant or a potential tenant of ours, we may also collect sensitive information about you, including:

- Medical records;
- Other forms of health information, including information about physical and mental health information;
- Guardianship details;

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- NDIS information, including your NDIS plan, participant number, address, goals, support needs, specialist disability accommodation (SDA) determination and SDA funding;
- Centrelink information; and
- Other information related to relationships with family and friends, financial information and employment history, sexual health and sexual orientation, ethnicity and ethnic origin, and memberships of association, political opinions and education.

Because sensitive information needs a higher degree of protection, we will always seek your consent by using a Consent to Exchange Information Form before we collect any sensitive information from you.

How we use your information

We collect, hold, use and disclose your personal information in the course of our ordinarily business operations:

- To provide suitable and appropriate housing
- To provide tenancy support and related services to sustain your tenancy
- To meet duty of care requirements, as well as any other legal, SDA and National Disability Insurance Scheme obligations
- To keep tenants informed about community and housing related matters
- To share relevant information with your consent with support partners
- To maintain up to date records in order to identify respond and meet your needs
- For compliance with Government and other reporting requirements
- To develop our marketing and communications resources

How we collect your information

Enliven Housing collects your personal information:

- With your consent from Go Nest, The Housing Hub or the NDIS
- From you, by phone or email or face to face meeting

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- From someone you have specified in the “Consent to Exchange Information form”. This could include a Social Worker, Support Coordinator, Occupational Therapist or a family member
- From records you give us permission to access or send directly to us
- Through our website or through our various social media platforms.
- In person at property inspections or meetings we have with you, or through other means of correspondence.

Who do we share your information with

Who may share your information with:

- our employees and related companies;
- third party suppliers and service providers (including providers for the operation of our websites and/or our business or in connection with providing our products and services to you);
- professional advisers and agents;
- our existing or potential support partners;
- specific third parties authorised by you to receive information held by us; and/or
- other persons, including government agencies, regulatory bodies and law enforcement agencies, or as required, authorised or permitted by law.

Where we store your information

Enliven Housing stores your personal information:

- In hard copy files which are secured in a locked environment
- In electronic form on a secured server located in Australia

We may share your information with contractors who can access your contact information from the Philippines who use your contact information to assist in preparing documentation.

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- We do not take this disclosure lightly. We only disclose information to contractors where that disclosure will help assist us perform our business functions in a more efficient way. In situations where we share information with these contractors, we ensure that they are trained and their access is secure.

Security of your information

We generally hold information in our electronic databases, but we also store personal information in hard copy form and in various third-party cloud databases and platforms.

Our website and our working environment are built with integrated physical, electronic and managerial processes designed to safeguard your information and protect it from misuse, interference loss and unauthorised access, modification or disclosure.

We take reasonable steps (including a number of physical, administrative, personnel and technical measures) to protect your information from misuse, inference, abuse, unauthorised access and loss including:

Staff training – we train our staff about how to keep your information safe and secure.

Secure storage and handling – we use a combination of techniques to maintain the security of our website and to protect your account and your information.

Destroying or de-identifying information – we keep your information for as long as we need it, or as we are lawfully required to keep it.

Territorial Privacy

The legislation calls your apartment your territory, Enliven Housing respects your privacy within your apartment:

- We will only give keys out to those you choose (or no-one)
- We will only come to your homes by appointment only, or otherwise in accordance with your lease.

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- We will only be present if a tradesperson is attending your apartment if you request us to attend
- You can invite whoever you wish to visit your apartment

What about other information we tell you

Further to Personal Information we explicitly seek, we will come to know each other as individuals, you may choose to share more information about your circumstances that we've not explicitly sought. This could involve relationships with your family and friends, or financial information, and may include information about your sexuality, sexual health, personal history, ethnicity, previous employment, criminal records, mental health, racial or ethnic origin, memberships of associations, political opinions or education.

Enliven Housing treats this information as private. If any aspects of this indirect sharing with us requires further communication, consideration, filing, discussion, or storage, we will seek your specific consent to do so.

How to gain access to your personal information we hold

You have a right on request to access your own personal information held by us. You can request access to your personal information by request, or you can ask us to update your personal information if your circumstances change by contacting hello@enlivenhousing.com.au using the subject header "Privacy – access request – your family name".

Confidentiality Complaints

We take our obligations under the privacy laws seriously. If you think we have breached the privacy laws or wish to make a complaint about the way we have handled your information, you can call us on **1300 554 054** or email us using hello@enlivenhousing.com.au.

Any complaint made will be investigated by our management team and the outcome of that investigation will be communicated to you as soon as we are able to.

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If you are not satisfied with the outcome of any internal investigation we conduct, you may lodge a complaint with the Office of the Australian Information Commissioner (OAIC) at enquiries@oaic.gov.au or on **1300 363 992**. More information is available on the OAIC's website at <https://www.oaic.gov.au/>.

Changes to our privacy and information handling practices

We reserve the right to change this policy from time to time.

If this document changes, an updated version will be published as soon as possible.